



Frank M. Ligon
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Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
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September 2, 2004

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD:** Safety Recall 04S24:
Certain 2004 Model Year Freestar and Monterey Vehicles
Front Hub and Rotor Replacement

AFFECTED VEHICLES

Certain 2004 model year Freestar and Monterey vehicles built at the Oakville Assembly Plant from February 23, 2004 through May 13, 2004. Affected vehicles are identified in OASIS. In addition, for a list of unsold vehicles assigned to your dealership, visit <https://web.fsavlnllts.dealerconnection.com>.

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles may have been produced with front wheel hub assemblies that were not heat treated correctly. This condition may lead to the development of small cracks in the hub. If the cracks were to progress, this could eventually result in wheel separation. Wheel separation may lead to loss of vehicle control, and potentially result in a vehicle crash.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any of the vehicles involved in this safety recall until the front wheel hub and rotor assemblies are replaced.

A complete Dealer Bulletin will be provided to Dealers the week of September 6, 2004 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

OASIS

Consult OASIS for affected vehicles. FSA VIN listings for unsold vehicles will be available September 2, 2004.

PLEASE NOTE:

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle.

QUESTIONS?

Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

Sincerely,

Frank M. Ligon

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